

ACS Employee Newsletter

April 7, 2000

Volume 3, Issue 4

Inside this issue:

| | |
|------------------------|---|
| Partnering with AHA | 2 |
| Feral Cats | 2 |
| Special Thanks to Jodi | 3 |
| On-line Licensing | 3 |
| Animal & People Issues | 3 |
| Luv-A-Pet Update | 4 |
| Adopt-A-Thon 2000 | 4 |
| Dear Mr. Boks | 4 |
| ACS Events Calendar | 4 |
| PETS911 Partners Rally | 5 |
| Atta Boy Brian! | 5 |
| Vicious Dog Update | 6 |
| Vicious Or Dangerous? | 7 |
| Welcome Diana! | 8 |

Bob adopted "Lady" at the mobile adoption at AJ's and already has his County tag for her.

He said it took 3-4 days to receive the tag.

WOW!!

That's incredible!
Your Licensing Department Rocks!!

-Stacey Candella
PETS911

American Humane Association Announces a Partnership For Pets

The Search For A Comprehensive Pet Welfare Resource Is Finally Over! The American Humane Association, in an unprecedented partnership with Alley Cat Allies, Best Friends Animal Sanctuary, the Bosack & Kruger Foundation's PetWhere, Doris Day Animal League, Doing Things for Animals, PETsMART Charities, Maricopa County Animal Control Services and thousands of local animal welfare organizations, is proud to announce that the PETS911 public service is now operational in every community across the United States!

The PETS911 public service is **free** to both the public and all animal

welfare organizations through the generous support of corporations such as AT&T, Wells Fargo, Microsoft, PETsMART, Authority Premium Pet Nutrition, and others. PETS911 is the only resource needed to access the most comprehensive database of pet welfare information in the country.

Whether you have Internet access or not, it's simple... either dial the toll-free phone number (1-888-PETS-911) or visit the mirrored web site address (www.1888pets911.org), enter your zip code and PETS911 effortlessly provides you with local, community specific information – **including the nearest adoption facilities, the ability to search for a**

lost pet or enter the description of one you've found, low-income spay/neuter clinics, how to volunteer with or donate to local organizations, general health care tips, emergency care and much more. This single-call-to-action empowers everyone to make a difference in not only the lives of their own pets, but also those in their community.

Celebrities such as the Harlem Globetrotters, Beau Bridges, Wendy Malick and Levar Burton have already donated their time to create national public service campaigns because they understand the importance of a single-call-to-action.

For the past 10 months, PETS911 has served Mari-
(Continued on page 5)

Another PETS911 Success Story

My 12 year old white lab was lost two days ago. I called the animal shelter and then went to your web site. I located what appeared to be my dog which was reported found by someone near my home. The phone number was entered incorrectly by the person so I was unable to reach him. I assumed he

mistyped a digit when entering his number.

After trying many different combinations, BINGO! I just brought "Chamois" home and I will celebrate tonight. My wife is out of town and I knew I better find our dog or "pack my bags!!" Your search tele/web service is invaluable.

By the way, we began visiting the shelters as we were calling the many possible numbers. The Mesa facility is impressive considering your very limited resources. Thanks to everyone who contributed to your process.

Frank A
(North Scottsdale) ♦

"My family and I visited the Pet Adoption Center yesterday. Your staff answered all of our questions and were very helpful. Everyone was absolutely wonderful! We adopted a puppy, she is really great."

Michael Jeanes
Superior Court Clerk

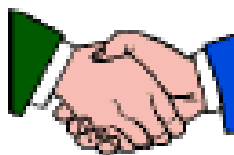
ACS Partnering with AHA!

By Annie DeChance

In the past two months Ed Boks attended both the Humane Society of the United States (HSUS) and the American Humane Association (AHA) Seminars entitled, *"Building a Shelter From the Ground Up."*

While in Denver, Ed met with Nicholas Gilman, Director of Animal Programs with AHA to discuss our vision for our new shelters. Mr. Gilman later shared our vision with Tim O'Brien, President of AHA.

Come to find out AHA shares ACS' vision for "community center" shelters. ACS and AHA are both committed to building shelters that offer a wide



selection of services and amenities that provide real answers and solutions to our communities' animal control and welfare issues. Too often,

animal control programs build shelters thinking only in terms of warehousing animals. This is how we ended up with our current facilities.

AHA is so excited about what we're about to do that they want to be a part of it. For a very modest cost, Mr. Gilman has agreed to meet with ACS staff to conduct what AHA refers to as a "proximity" analysis. This analysis will help us visualize just what our shelters will and should look like. It will take into account traffic flow

inside and outside the building, as well as process flow, and of course we'll discuss ideas for making our shelters Community Centers that people will want to visit.

This meeting will be the first concrete step in the development of a design for our new shelters.

Mr. Gilman has pledged to make himself available throughout the entire planning and building phases. AHA's involvement in this process will guarantee the successful development of a shelter design that meets the needs of the animals we care for, the staff who care for them, and the public who visit. ACS is proud to be partnering with AHA in this exciting venture. ♦



Feral Cats, What Should We Do?

On Friday, March 3rd, ACS sponsored a meeting of state, county and City of Tempe officials to discuss the feral cat problems in our communities. Members of the Arizona Animal Welfare League, the Arizona Veterinary Medical Association, Arizona Cats, and Paw-Paw also attended.

The meeting was the idea of **Representative Laura Knaperek**, of District 27, which includes the City of Tempe.

Becky Robinson, co-founder of **Alley Cat Allies**, also attended the meeting.

For the most part

participants were very gracious and anxious to hear what alternatives exist to address this serious municipal public health issue.

ACS will continue to discuss this issue with the City of Tempe in the days ahead, as well as any other city or town interested in solving this problem.

The most significant accomplishment of this day was introducing Becky Robinson to our PETS911 program. Alley Cat Allies immediately joined our growing group of sponsoring organizations.

Their inclusion addresses one of the last few areas of concern in our public health /animal welfare mission. And that is what to do about feral cats?

Becky expertly presented the three alternatives before us. 1. Ignore the problem (that's what we've been doing for years.) 2. Eradication, that's what we've tried to do in the past, unsuccessfully. 3. Trap, Neuter, and Return (TNR).

A feral cat section in PETS911 will allow existing organizations in Maricopa

(Continued on page 8)

Special Thanks to Jodie Jarnagin

On Saturday, March 4th, Jodie Jarnagin took it upon herself to assist the already taxed shelter officers by showing and releasing animals to the public, and assisting Foothills Animal Rescue, by taking rescued animals to their vehicle.

This type of "I work for the same outfit" attitude is awesome and much appreciated. A personal "Thank You" from Bryan and Ray, who directly benefited from your outstanding Team Spirit!

In addition, three months

ago Jodie implemented a proactive approach for Field Officers to promote the City of Phoenix' low cost Spay/Neuter program. As a result, the number of animals altered during this time more than doubled. Great work Jodi! ♦



On-line Licensing in Sight

By Peter Martin

The ACS sponsored legislative bill HR 2490 passed through the House of Representatives and the Senate with overwhelming support. There was no opposition to this initiative. On March 27th Governor Hull signed the Bill into Law and it will

go into effect later this year.

This bill will allow ACS to sell licenses on the Internet. It will also enhance the veterinary community's ability to sell licenses by allowing them to fax or e-mail license forms to ACS.

Microsoft is working with ACS through our PETS911 partner to develop the technology to allow animal control programs and veterinarians across the state to enhance their customer service by providing on-line licensing. ♦

Animal Issues Are People Issues

by Ed Girard

Recently I returned from Orlando, Florida after attending a four-day seminar on animals in disaster areas. I am happy to say that I have learned quite a bit from the people who have "been there and done that". I am also very happy to say that living in the great State of Arizona, we have very little to worry about, compared to the problems that the southeastern states experience with such frequency.

So how will this training affect Maricopa County Animal Control Services?

To begin with I am on a committee formed by Dr. Weisbuch, Director of the Department of Public Health Services, working with the Department of Emergency Management, to organize a countywide re-

sponse to any natural or man-made disaster that may occur. The information I gained from the seminar will help us form a plan to deal with all kinds of animal problems in any kind of situation. During many discussions that I had with our Director Ed Boks, he has the foresight to see that this is one of the many ways to make Maricopa County Animal Control Services a leader in the animal control field. He has given me the "go ahead" to strive for the following goals.

Goals to accomplish:

- ♦ Submit a plan to show how ACS can help the residences of our county in a time of crisis.
- ♦ To establish a network of agreements with other counties and states for mutual aid and assis-

tance.

- ♦ Develop a program to train and certify employees and volunteers so they can better serve the County if needed.
- ♦ Develop a base of support from various animal groups both private and public.
- ♦ Establish a Multi-Agency Animal Rescue Team (M.A.A.R.T.), and register with the Federal Emergency Management Agency (F.E.M.A.) for use when a disaster area is declared at any level of government.

By working together within our department, and with other departments in the county, I am confident we will be able to effectively serve the citizens of Maricopa County in a time of crisis. ♦

"I was especially intrigued by Annie DeChance's article, "If Only" in last month's Newsletter. What a thoughtful and thought-provoking piece! Please tell Annie how much I enjoyed her inspiring thoughts."

Mike Law
Deputy County Attorney



**The Coalition
Of
Concerned Clergy**
was formed on
Tuesday,
April 4th, 2000
to assist ACS.
More details
in next month's
ACS Newsletter.

*Make plans to help
ACS during the
National Adopt-a-
thon May 6th & 7th
at all three shelter
locations.
Call Jonni
Binenfeld, our
Volunteer
Coordinator at
602-506-8133,
to find out how you
can help us have
"No More Homeless
Pets" in
Maricopa County*

PETsMART Adoptions Update

By Debra Smith

Chuck and Karen Sankey and the many other volunteers from Dial-A-Pet spend every Saturday of the month at the PETsMART at 75th Avenue and McDowell, in the Luv-A-Pet Center.

Their assistance helping ACS find homes for the many animals at our Durango shelter is tremendous!

Just this year alone, they have placed 24 dogs and 11

cats. This is 75% of all the animals they bring each week!

We'd also like to thank the Dial-A-Pet folks for letting ACS borrow the Animal Awareness Quilt for SPAY DAY USA.

The quilt helped ACS emphasize how important it is to spay and neuter your pet. The quilt was featured in the *Arizona Republic*, and on several newscasts. ♦

Dear Mr. Boks:

This letter is to compliment you on the fine group of officers serving us at Maricopa County Animal Control Services. The mission I called upon them for was a sad but necessary one. Two stray dogs in our area decided to become parents. The female chose the middle of a drain pipe as her birthplace. The smell led us to believe there may be some

dead pups in there. Although not vicious, the female became so trying to protect her pups.

All this took place in the drain pipe below the street in front of my home. I called ACS and spoke to Sgt. **King Campbell**, who responded within the hour of my call. His expert team performed the rescue of 14

healthy puppies with kindness and care toward the animals.

I wish to thank Sgt. Campbell for his immediate recognition of a potentially serious problem and his determination to follow-up and complete the mission, keeping me informed during the rescue.

(Continued on page 5)

ACS Events Calendar

by Barb Westermeyer

March and April have been very busy for special events, and there is still more to come!

ACS will be at the **Paradise Valley Safety Fair** on April 8th. We will find homes for some of our furry friends, passing out educational materials, promoting responsible pet ownership, and holding a raffle and other fun stuff.

The next day, April 9th, is **Sunday on Central** with the City of Phoenix. ACS

will again be holding the Pet Parade this year. The \$2 entry fee for the parade will be donated back to ACS, so make sure you sign up! You'll receive a doggie goodie bag from Petco. We will also be recruiting volunteers and passing out educational materials.

The next big event will be the national Adopt-a-thon May 6th & 7th. We are working on some fun promotional things, plus getting the word out to

recruit a ton of volunteers to help with this event.

Last year, ACS was number one in the country for adoptions by a government agency, and we placed 5th overall nationwide.

Our goal is to surpass our record from last year. If you or your family would like to spend a fun day helping our homeless friends and help us make history, give me a call at 602-506-0101. ♦

Adopt-a-Thon 2000 Update

This year's National Adopt-a-thon is Saturday & Sunday May 6th & 7th.

The Pet Adoption Center will be open from 9:00 a.m. Saturday until 7:00 p.m. Sunday.

The East Side will be open from 9:00 a.m. to 1:00 a.m. Saturday, and from 9:00 a.m. to 4:30 p.m. Sunday.

The West Side will be open from 9:00 a.m. to 6:00 p.m. Saturday, and 9:00 a.m. to 4:30 p.m. Sunday. ♦

AHA Partners with PETS911 *Continued from*

(Continued from page 1)

copa County as the place to go to access all of these animal welfare resources. This was done, and will continue to be done, at no cost to the cities and towns or the taxpayers.

ACS, the first organization

Dear Mr. Boks...

(Continued from page 4)

And also thanks to his crew **Brian Harper, Paul Fogel, and John Stith.**

The male stray was also caught. Sgt. **Nancy Boucher** and Officer **Rick**

to join forces with PETS911, did so in response to the local and national outcry for a public access hotline/website to connect the nation's 7,500 animal welfare organizations together and provide a single-call-to-action for

Alva responded to an earlier desperate call as I had angry animal activists ringing my door bell. I love animals too but after the 14 pups were rescued, I realize we would have had 16

pets.

Our shared mission is to create a resource to aid in the effort of saving the lives of millions of pets each year by empowering citizens with current/local animal welfare information. ♦

strays roaming our streets instead of two. Thank you Mr. Boks. You head up a great group of officers and it makes me proud to have chosen Maricopa County as my home.

Pat R. (District 4) ♦

PETS911 Partners Join Forces *By Bari Mears*

Thanks to Dr. Chernov and People Saving Pets for opening the door at the Franciscan Renewal Center on Sunday, April 2nd. Our PETS911 Maricopa Auxillary partners enthusiastically jumped on board at the opportunity to make this a joint adoption event. The turnout of welfare organizations was fantastic. Over 20 groups were present with animals for adoption and/or information available.

The event was covered by a national television crew for the PBS program ***Pets, Part of the Family***, hosted by Gary Burghoff (Radar O'Rielly from MASH). The program will be broadcast on over 300 PBS stations multiple times in the months ahead. Dr. Chernov, Chris Warner, Ed Boks, Bari Mears and many

others were interviewed. The exposure on a national level will be exciting and beneficial to our community.

AJ's Fine Foods again joined us at a special event providing snacks and beverages. Their support is greatly appreciated.

Groups participating in this event include:

Animals Benefit Club
Arizona Animal Welfare League
Arizona Cats Assistance Team
Arizona Veterinary Medical Association
Arizona Society for the Prevention of Cruelty to Animals
Bramble Hedge Rabbit Rescue
Coalition of All Breed Rescue Association
Dog Rescue
Foothills Animal Rescue

HALO
Kitty Love
Maricopa County Animal Control Services
Missing Mutts
Noah's Ark
Paw Paw
People Saving Pets
Pets on Wheels
RESCUE
Sun City Animal Rescue

ACS looks forward to participating in more joint adoption day events of this kind as the PETS911 Maricopa Auxiliary kicks into high gear.

PETS911 went national the same day as this event. Be sure to let your friends and family know this program is now available wherever they live in the United States!

Visit www.1888pets911.org to see what's new! I think you'll be very surprised! ♦

To whom it may concern:

I am writing to inform you of an excellent employee you have.

His name is

Bryan Mefford.

I am a pet owner and it came time that my dog be put to sleep. I came into Animal Control feeling distraught, but your employee put my mind, heart, and soul at ease, and handled my animal so humanely. It was as though the Gods were taking my pet themselves. If all of your employees have this much compassion then you should expect great things in the future.



Vicious Dog Hearing Update

By Martha Bern

“The injuries suffered by Amanda Jahnke are horrendous.”

Judge Pike Johnson

On February 26th, 2000, two dogs severely mauled and nearly killed Amanda Jahnke, a citizen of Phoenix. Officers Fogel and Garcia responded to a call from Phoenix Police Department. Upon arrival, our officers were advised of the situation and location of the dogs. The dogs were located on the second floor of their house, and no one was home.

Entry into the home was made by Phoenix Police officers and our officers to locate and impound the dogs. After entry into the house, our officers went to the second floor to impound the dogs while Phoenix officers waited downstairs.

The female, Gizmo, was in the bathtub, and was impounded by Officer Fogel. The male, Scooter, was in the bedroom, and was impounded by Officer Garcia.

Both animals were impounded and transported to ACS facilities for the quarantine period.

Because of the severity of the attack, Lieutenant Crankshaw filed a vicious petition on the two dogs. At the hearing, on March 13th, City of Phoenix Judge Pike Johnson declared the two dogs vicious, but said he would allow them to be returned to their owners if they met certain conditions

imposed by the Court.

These conditions included: being properly licensed and vaccinated, muzzled while in public, secure property, a \$100,000 bond for each dog, and a sign posted on the property in 3" letters stating there were vicious dogs on the property. Judge Johnson ordered ACS to inspect the property.

Officer Gruber was dispatched to inspect the property. His investigation revealed not only was the property not suitable and had an elementary school nearby, but the property owner never heard of the dog owner, and had no intention of allowing the animals on that property.

A second hearing was held on March 22nd. Again, because of the severity of the attack, the County Attorney's office, represented by Gordon Goodnow, became involved. At this hearing one of the dog owners admitted she had deliberately misinformed the court about where the animals would be kept, saying she had no intention of taking the dogs there.

Never-the-less, Judge Johnson upheld his ruling, and gave the owners until March 27th to meet the conditions of his decision. In the meantime, on March

24th, the judge ordered the dogs transported from ACS to a private boarding kennel so a private trainer could evaluate the animals temperament.

On March 28th, a third hearing was held. Judge Johnson privately viewed videotaped testimony from Amanda Jahnke concerning the details of the attack.

The video showed both the severity of the injuries as well as the emotional trauma suffered by Amanda. A videotape produced by the animal trainer was viewed in the courtroom. The tape showed many unfamiliar temperament testing techniques (in the opinion of ACS professionals). The trainer did say additional temperament tests were needed to determine the animal's propensity to bite again.

The next court hearing is not scheduled until early May. We will keep you updated as to the outcome of this very important legal case.

Amanda Jahnke, the victim in this case, remains hospitalized over a month after the attack and will remain hospitalized for many months to come. In the judge's own words, the injuries suffered by Amanda Jahnke are horrendous. ♦



Vicious or Dangerous?

Should There Be A Difference?

By Ed Boks

Cities and towns are beginning to take a new look at animal control services in their communities. ACS welcomes this attention knowing it will only make us a better and more responsive organization.

One issue I hope the cities and towns will consider is implementation of a dangerous dog ordinance. A recent case in the City of Phoenix highlights the shortcomings of many city/town ordinances with respect to vicious dogs. Current vicious dog ordinances provide a very black or white response.

If a dog is declared vicious, the community expects the animal to be euthanized. However, there may be cases when euthanasia is not appropriate and jurisdictions should have more latitude. A “dangerous dog” ordinance would provide that latitude.

A “dangerous dog” may be defined as *a dog that has attacked or caused serious injury to a domestic animal or to livestock without provocation; or has chased, attacked or otherwise endangered the safety of any human being without provocation; and has been declared to be dangerous by anyone duly appointed to adjudicate dangerous dog complaints.*

A “vicious dog” would be defined as *a dog that has a*

propensity to attack or otherwise endanger the safety of any human being without provocation; or a dog which after having been declared to be dangerous by anyone duly appointed to adjudicate dangerous dog complaints, attacks, bites, or otherwise injures or chases any human being or domestic animal; or a dog declared to be vicious by anyone duly appointed to adjudicate vicious dog complaints.

By differentiating between a dangerous and a vicious dog, a judge has greater flexibility and can allow a dangerous dog to live. Of course, ACS would recommend a judge require the owner to license the dangerous dog with ACS, as well as require the animal be implanted with an ACS approved microchip. Additional requirements should include immediately notifying ACS when the dangerous dog is at large; has bitten or attacked a human being or animal; was sold, given away or died; or has been moved to another address.

A judge should additionally require a dangerous dog to be securely confined indoors or within a securely enclosed lockable pen or structure at all times with a prominently displayed sign at all entry points of the property where the dangerous dog is kept,

warning the citizens of its presence.

The owner of a dangerous dog should not allow the animal out of the securely confined pen or structure unless it is muzzled and restrained by a substantial leash under the actual physical control of a responsible person. The muzzle should be made in a manner that will not cause injury to the dog or interfere with its vision or respiration, but must prevent the dog from biting any person or animal.

When a dog is declared vicious, ACS will continue to euthanize the animal on the order of the person duly appointed to adjudicate vicious dog complaints.

However, by providing the latitude to differentiate between a dangerous and vicious dog, we give a judge the flexibility to remove dogs from our communities that truly represent a risk to life and limb, while at the same time allowing a dog a second chance when the circumstances are not so clear.

ACS is developing a dangerous dog ordinance for the unincorporated portions of Maricopa County. The City of Peoria has already borrowed our draft. ACS is available to any city or town interested in ending the confusion surrounding vicious and dangerous dogs.



**“I wish to recognize
the efforts of
Martha Bern
And
Robert Murray
for their efforts to
improve ACS’
working conditions.
Both have done more
to improve Field
Operations in a few
months than has
been done in years.”**

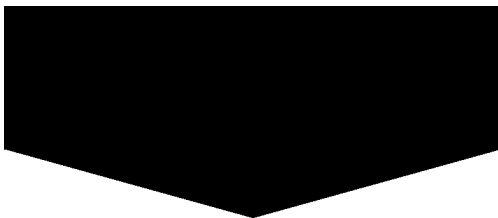
Officer Tracy Gruber

Maricopa County Animal Control Services

2323 South 35th Avenue
Phoenix, AZ 85009



Animal Control
Services



**Love Your Pet?
License Your Pet!**

Phone: 506-2772
Fax: 506-2739
Email: edboks@mail.maricopa.gov

*(Feral Cats
Continued from page 2)*

County and the nation to coordinate their services and maximize their resources.

Because this is a public health issue as well as an animal control and welfare issue ACS hopes the cities and towns will consider providing some relief to the army of volunteers who address this problem every day and every night.

By allowing ACS to coordinate this wonderful army of dedicated volunteers

the cities and towns could address this serious problem with minimum expense and provide a solution agreeable to most every thinking person.

The reasonable approach of TNR needs to be objectively studied by the cities and towns as an alternative animal control approach far superior to the tried and failed efforts of the past and present. ♦



Welcome To The Licensing Department!

Congratulations to **Diana Crothers!** Diana accepted the position of data entry clerk in the licensing department. I also want to thank everyone who applied for this position. It was a pleasure to meet with you. I wish each of you the very best and want you to know that all of you represented yourself and ACS very well. All of you are a credit to your department, ACS and Maricopa County. Keep up the good work!

Pete Martin